



## **Case Manager Job Description**

### **Responsibilities:**

- Develop a resource list of inter-agency contacts and have a working understanding of the programs available.
- Assist the client to develop a long-range Recovery Plan, explore all available options, and identify the client's own resources and access government and community resources that will address disaster-caused needs.
- Help the client develop a plan of action
- Assess unmet recovery needs, with the client, through interviewing, making appropriate referrals and providing advocacy for the client
- Keep a written narrative of the work done on the case
- Present the case to the LTR group
- Communicate back to the survivor the assistance to be provided from the LTRC and any limitations to the assistance available
- Make any necessary referrals to fill gaps in assistance
- Verify the results of the assistance provided in order to close the case.

### **Skills/Experience:**

- Minimum 1 year experience in a clerical position, previous case management experience preferably
- Knowledge of Microsoft Office
  - Word
  - Excel
  - PowerPoint
- Experience using a multi-function copier
- Experience using a digital camera
- Maintain confidentiality
- Be able to convey the organizations purpose to potential clients and others as needed
- Be a self-starter
- Work well in a team structure
- Adhere to the organizations employee policies and procedures
- Ability to work 8:00am – 5:00pm weekdays
- Ability to work independently
- Good customer service
- Be able to lift 20 lbs.